

# Service TAT

Services	Turn Around Time
<ul style="list-style-type: none"> <li>Decision on Proposal (from the date of receipt of the proposal or receipt of additional documents, whichever is later)</li> <li>Further requirement or additional documents from the date of receipt of the proposal</li> </ul>	
<ul style="list-style-type: none"> <li>Furnishing a copy of the policy along with the proposal form to the policyholder from the date of acceptance of a proposal</li> </ul>	
<ul style="list-style-type: none"> <li>Policy Service Requests (financial/ non-financial) including               <ul style="list-style-type: none"> <li>Issue of Duplicate Policy</li> <li>Free Look Cancellation &amp; Refund from the date of receipt of request</li> <li>Surrender/ withdrawal</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>Benefit payouts:               <ul style="list-style-type: none"> <li>Maturity Benefit/ Survival Benefits/ Annuity/ Pension payouts</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>Death claims which do not entrust for investigation shall be processed</li> </ul>	
<ul style="list-style-type: none"> <li>Death claims which entrust for investigation shall be processed</li> </ul>	
<ul style="list-style-type: none"> <li>Grievance               <ul style="list-style-type: none"> <li>Written acknowledgement of grievance/ service request</li> <li>Action on Complaint &amp; Intimation of Decision to the complainant</li> <li>If complaint is NOT resolved by the Insurer, communicate the details to the Policyholder of options including referring the complainant to Insurance Ombudsman/ Consumer Court.</li> </ul> </li> </ul>	  

The policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved **within 30 days** or if the decision of the company is not acceptable to the policyholder.

## Bajaj Allianz Life Insurance Co. Ltd.

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